

**DUTY STATEMENT**

DS 3022 (1/2015)

**DEPARTMENT OF DEVELOPMENTAL SERVICES  
OPERATIONS  
OFFICE OF QUALITY ASSURANCE & RISK MANAGEMENT  
STATEWIDE QUALITY ASSURANCE & RISK MANAGEMENT  
QUALITY PROJECT MANAGEMENT SECTION**

**DUTY STATEMENT**

**JOB TITLE:** Staff Services Manager I**POSITION #:** 472-540-4800-001

**POSITION DESCRIPTION:** Supervises and directs administrative and analytical staff who implement policies and procedures associated with quality management initiatives related to services for individuals with developmental and intellectual disabilities. Performs and supervises complex and sensitive assignments that impact the structure and funding of initiatives and the service delivery system.

**SUPERVISION EXERCISED:** Supervises one Research Data Specialist 1, 1 Research Data Analyst II, two Associate Governmental Programs Analysts, and one Staff Services Analyst. Also supervises the work and contracts of up to four contractors.

**SUPERVISION RECEIVED:** Reports to the Section Chief of Statewide Quality Assurance and Risk Management.

**EXAMPLES OF DUTIES:**Essential Job Functions:

- 40% Assigns, directs, and supervises staff and contractors working on data collection, project management, analysis, and reporting related to the experiences of individuals served by DDS and risk faced by those individuals. Leads staff and contractors to achieve goals and results as defined with/by supervisor and DDS management.
- 20% Manages sensitive and complex ad hoc assignments associated with quality management initiatives including clarification of expectations, project and timeline development, and monitoring and reporting on progress toward outcomes. Ensures quality reporting on projects to a variety of audiences and stakeholders.
- 15% Meets and confers with departmental staff and management, regional center staff and management, community service providers, agencies, contractors, and outside entities concerning activities, projects, and assignments.
- 10% Confers with and advises supervisor and upper management in relation to system performance and system improvement strategies and projects.
- 5% Manages logistics and analysis related to the DDS Quality Management Executive Committee.
- 5% Acts as Section Chief in the absence of the Section Chief.
- 5% Other assignments as assigned.

**WORKING CONDITIONS:** Work is performed remotely or in an open-spaced partitioned office in a smoke-free environment with up to 10% travel. Job requires sitting for extended periods of time while using a personal computer.

**DESIRABLE QUALIFICATIONS:**

Knowledge of:

- DDS service delivery system;
- Analytical concepts, principles, and techniques;
- Government structure, organization, and function;
- Planning, policy, and systems/management analysis and program evaluation;
- Project management principles, including work plan development and budgeting;
- Use of Computer hardware and software, including Microsoft Word, Excel, PowerPoint, PowerBI and Outlook;
- The principles and practices of employee supervision.

Ability to:

- Manage multiple projects in order to meet Departmental goals and objectives;
- Review and edit written reports;
- Work collaboratively and effectively as a leader on multidisciplinary teams, and develop and maintain cooperative and harmonious relationships with regional center and developmental center administrators, other state agencies, peers, the public, and others;
- Reason and problem solve logically and creatively;
- Be flexible and adapt to changing priorities;
- Analyze data and present ideas and information effectively both verbally and in writing;
- Supervise and coordinate the work of others;
- Perform legislation review and analysis;
- Apply quality management principles and techniques;
- Represent the Department, as requested by the supervisor; and
- Work independently and in a team environment;

**CERTIFICATION OR LICENSE:** None.